

**Vermont Mental Health Performance Indicator Project**  
Agency of Human Services, Department of Health, Division of Mental Health  
Weeks Building, 103 South Main Street, Waterbury, VT 05671-1601

**MEMORANDUM**

TO: Vermont Mental Health Performance Indicator Project  
Advisory Group and Interested Parties

FROM: John Pandiani and Monica Boyd

DATE: March 18, 2005

RE: CRT Program Staff

This week's PIP is the second in a series that replicates PIPs first distributed in June through August 2003. The first in the current series, which was distributed on February 25, provided information regarding the tenure and education level of clinical staff employed by CMHC Children's Services Programs. This week's PIP provides comparable information for clinical staff employed by Community Rehabilitation and Treatment (CRT) programs for adults with serious mental illness. As in the earlier reports, information on staff tenure and level of education is based on Human Resources Data submitted to DDMHS by Designated Agencies on a quarterly basis. The data used in this report describe all clinical staff reported by CRT Programs for October through December 2003.

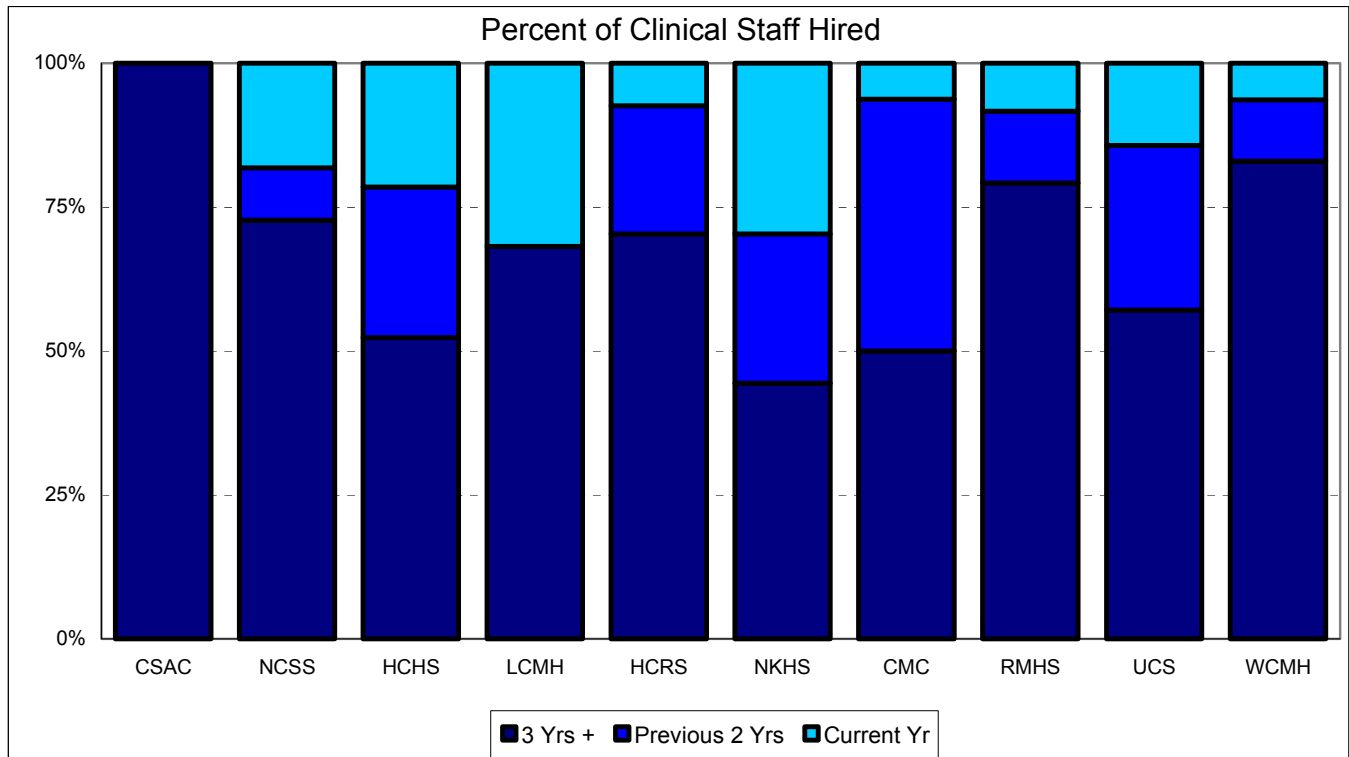
As you will see, about two-thirds (64%) of CRT staff had been employed for more than two years. The Counseling Service of Addison County (CSAC) had the highest representation of these longer-term employees (100%). Northeast Kingdom Mental Health (NKHS) had the lowest proportion of longer-term employees (44%). Statewide, about one in six CRT staff had been hired during that time period. This rate of staff turnover is lower than that recently reported for Vermont Children's Services Programs, and lower than that reported by the Ohio Department of Mental Health for community based case managers<sup>1</sup>. Lamoille County and Northeast Kingdom had the highest rate of new hires (32% and 30% respectively); half of the regional programs reported less than 10% of their CRT staff had been hired during the current year.

The greatest proportion of CRT clinical staff (44%) had a Bachelor's degree and 37% had a Master's degree. The Howard Center for Human Services and Northwest Counseling had the highest proportions of Bachelor's level staff (68% and 64% respectively). United Counseling had the greatest proportion of Master's level staff (71%). Lamoille County had the greatest representation of less than Bachelor's level staff (50%). The Howard Center and Rutland Mental Health had the lowest representation of less than Bachelor's level staff (5% and 0%, respectively).

We look forward to your comments, questions, and suggestions for future analysis. Please email them to [pip@vdh.state.vt.us](mailto:pip@vdh.state.vt.us) or call 802-241-2638.

<sup>1</sup>Top Ten Mental Health Research Findings (November, 2004). Ohio Department of Mental Health. Available at [www.mh.state.oh.us/oper.html](http://www.mh.state.oh.us/oper.html).

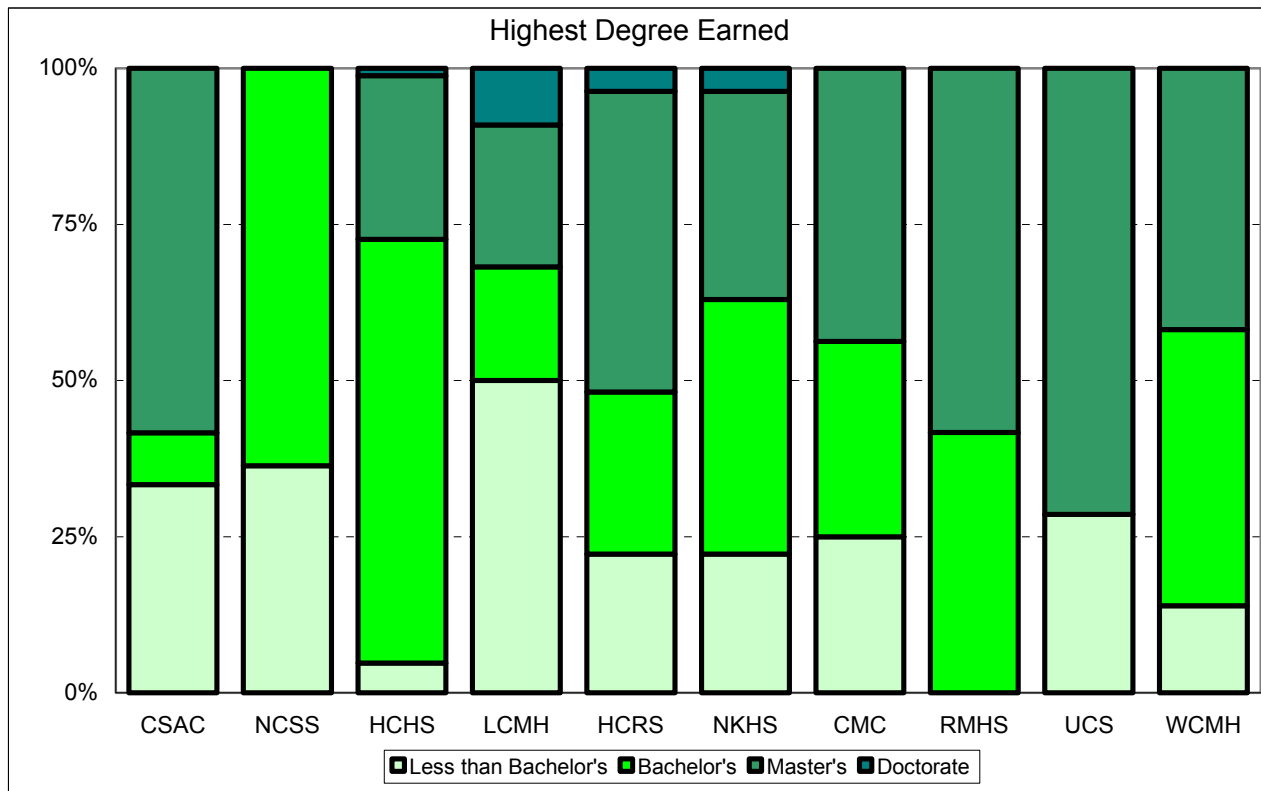
## Community Rehabilitation and Treatment Programs Clinical Staff Tenure: October - December 2003



Clinic	Number of Clinical Staff	Hired During						Percent with Data
		Current Year		Previous Two Years		Three + Years		
		Number	Percent	Number	Percent	Number	Percent	
Total	301	49	16%	59	20%	193	64%	
CSAC	13	0	0%	0	0%	13	100%	100%
NCSS	11	2	18%	1	9%	8	73%	100%
HCHS	107	23	21%	28	26%	56	52%	100%
LCMH	22	7	32%	0	0%	15	68%	100%
HCRS	27	2	7%	6	22%	19	70%	100%
NKHS	27	8	30%	7	26%	12	44%	100%
CMC	16	1	6%	7	44%	8	50%	100%
RMHS	24	2	8%	3	13%	19	79%	100%
UCS	7	1	14%	2	29%	4	57%	100%
WCMH	47	3	6%	5	11%	39	83%	100%

Analysis is based on human resources data submitted by Vermont's community mental health providers. Community Rehabilitation and Treatment staff includes full-time, part-time, and contractual workers in the following job categories: program director, program coordinator, clinician, case manager, and employment specialist/vocational support worker who were employed as of 4th quarter CY2003.

## Community Rehabilitation and Treatment Programs Highest Degree Earned by Clinical Staff: October - December 2003



Clinic	Number of Clinical Staff	Highest Degree Earned				Percent with Data
		Less than Bachelor's	Bachelor's	Master's	Doctorate	
Total	301	17%	44%	37%	2%	
CSAC	13	33%	8%	58%	0%	92%
NCSS	11	36%	64%	0%	0%	100%
HCHS	107	5%	68%	26%	1%	79%
LCMH	22	50%	18%	23%	9%	100%
HCRS	27	22%	26%	48%	4%	100%
NKHS	27	22%	41%	33%	4%	100%
CMC	16	25%	31%	44%	0%	100%
RMHS	24	0%	42%	58%	0%	100%
UCS	7	29%	0%	71%	0%	100%
WCMH	47	14%	44%	42%	0%	91%

Analysis is based on human resources data submitted by Vermont's community mental health providers. Community Rehabilitation and Treatment staff includes full-time, part-time, and contractual workers who were employed as of 4th quarter CY2002.

Clinical Staff are staff holding the following positions: program director, program coordinator, clinician, case manager, and employment specialist/vocational support worker.